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Michigan's Career Development System: Measuring Success

Success is measured in many ways. Businesses look at productivity and profits; students, at test scores and grades; and workers, at wages and benefits. Sometimes success is measured not by numbers but through simple gestures—a smile on the face of a new employee on her first day of work, or the spark in the eye of the student who suddenly sees why trigonometry is important to his chosen career in construction.

A better-educated, skilled workforce is critical to the success of business and industry in an economy that places great emphasis on knowledge and flexibility. The Michigan Department of Career Development (MDCD) is hard at work to make sure tomorrow's workforce measures up to the challenge.

Over the past three years, the department has built a Career Development System from the ground up, and strategic plans to maintain and enhance the system are in place. The leadership to carry out these plans—the Workforce Development Boards and Education Advisory Groups—is firmly established at the local level.

System Indicators

Now, a way to measure system results has been developed. It is a set of indicators to determine whether Michigan's Career Development System is improving on a year-to-year basis. These indicators combine many of the program performance measures used by the department during the past two years. For each indicator, a base year was established and given a value of 100.

The composite indices are (1) the Customer Satisfaction Index and (2) the Career Development Success Index.

The **Customer Satisfaction Index** measures whether key customers of the Career Development System—employers, workers, job seekers, students, and parents—are aware of the system, use the system, and rate it highly. As shown in the chart below, customer satisfaction has increased 13 percent over the past year.

Customer Satisfaction Index

Customer	Previous Period	Current Period
Customer Service Volume	100	127
Job Seeker Customer Satisfaction	100	100
Parental and Worker Awareness	100	111
Employer Satisfaction	100	112
AVERAGE:	100	113

continued

The **Career Development System Success Index** consists of seven components designed to measure success in serving targeted groups and helping Michigan workers attain the skills needed to find good-paying jobs. This index remained stable over the past year. See the chart below:

Career Development System Success Index

Components	Previous Period	Current Period
Workforce Development Success	100	100
Postsecondary Success	100	100
Career Preparation Success	100	101
Success for Adults with Disabilities	100	100
Adult Education Success	100	100
Post-Welfare Success	100	101
Career Readiness Skills Gap	100	101
AVERAGE:	100	100

Building a Future

MDCD and its partners are currently implementing strategies to improve system results in time for the third measurement period. We are confident that by continuing to work together, greater numbers of Michigan residents will benefit from all that the state's Career Development System has to offer.

Despite great variation in regional economies, the keys to improving Michigan's workforce are consistent across the state:

- Increase enrollment in effective workforce and education programs,
- Build and maintain relationships with business and education,
- Increase K-12 academic achievement, and
- Provide more adult education and worker training.

The stage is set. We look forward to the challenges and opportunities ahead.

For More Information

To learn more about Michigan's Career Development System success indicators, contact Bob Sherer at (517) 241-4000 or shererb@michigan.gov. To view the complete report of *Career Development System Indicators*, log on to www.michigan.gov/mdcd.